

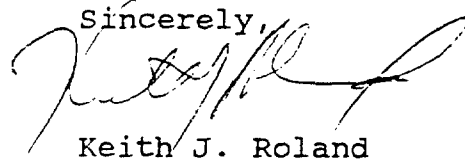
takes the form of a July 24, 1996, price quote to Mr. K.T. Parrekh, for installation of telephone service at a newsstand located on the southeast corner of West 39th Street and Broadway in Manhattan. The total price quoted is \$2,350, which includes not only the circuit connections (for which New York Telephone is attempting to charge IPPs up to \$6,500) but also the installation of conduit necessary to connect to a manhole. While New York Telephone refuses to provide conduit to IPPs, it is apparently willing to do so for customers which do not compete with the company.

The July 24, 1996, "price quote" indicates that the service to be provided includes construction of "approximately eighteen feet of conduit", with the accompanying diagram indicating that the conduit is installed between the newsstand and the base of an existing New York Telephone pay telephone pedestal. That actually would be a sensible construction, since large numbers of "spare pair" may already be located in the base of the pedestal, and one or more of those pairs could be used to provide a dial tone to other customers without having to install additional conduit to the manhole.

It is worth noting, however, that not once in connection with installation of service for an IPP has New York Telephone offered to utilize an existing pay telephone pedestal as the source from which to draw a dial tone.

However, notwithstanding the fact New York Telephone's schematic shows that dial tone would, in this particular instance, be drawn from the pay telephone pedestal, our actual inspection of this location indicates that New York Telephone actually installed approximately 45 feet of conduit directly from the newsstand into the manhole. Once again, it appears to have charged the newsstand a total of \$2,350 for both the conduit and the connection of the New York Telephone cable. That number stands in stark contrast to the demand for up to \$6,500 for connection of COCOT lines without the installation of any conduit.

Sincerely,



Keith J. Roland

KJR:tlm
Enclosure
cc: Doug Sieg
Bruce Miller
Thomas Knowles
Robert Slevin, Esq.

on 9/10/96
 talked on the MS. Parrekh and Mr. William
 Schildknecht on conference call and they
 have promised \$ 2350 as a Roll and Road Payment
 and I will also about 4/6
 weeks

NYNEX

375 Pearl Street
 New York, NY 10038

July 24, 1996

Mr. K.T. Parrekh
 81-11 45th Avenue # 9J
 Elmhurst, NY 11373
 Attn: Mr. K.T. Parrekh

Re: CWO# - 89835

Dear Mr. Parrekh,

In reference to your request to construct approximately 18 feet of conduit into newsstand located on the Southeast corner of West 30th Street and Broadway, the price quote is \$2,350.00 which includes labor and material. This price is based on regular working hours and does not include overtime or any unforeseen problems at the time the site survey was completed.

Kindly remit your advance payment in the amount of \$2,350.00 along with this letter, signed below to:

NYNEX
 Engineering and Construction
 Patricia Bernhart
 375 Pearl Street
 New York, NY 10038
 Room 1612

Please make all checks payable to NYNEX, and noted with CWO# 89835

Upon receipt of payment, NYNEX will contact you to schedule the work. Please be advised that the price quoted herein is valid for 60 days from the date of this letter. If we do not receive payment within the 60 day period, we will assume that you do not want the work to be undertaken and the project will be canceled.

If you have any questions concerning this matter, please do not hesitate to contact:

OSP Engineer: William Schildknecht 212 766-5156

Sincerely,

Patricia Bernhart

Patricia Bernhart
 RCE - Manhattan DBT Staff
 212 441-7132

I agree to the terms of this contract:

Signature & Date: K.T. Parrekh 09-10-96

Print Name & Title: K.T. PAREKH
NEWS STAND OWNER

contacted Phone NO 212-532-3666

CK NO 508 of 9/10/96
 \$ 2350.00

FROM : JEWELRY PLAZA

PHONE NO. : 2125323666

Sep. 29 1997 03:58PM P2

NORTH



W 39th ST

BROADWAY



STANDARD

400'

TO THE PLAZA
INDUSTRIAL

1/2 CORNER
INTO BREE
OF PLAZA

New York Telephone's Anti-Competitive Actions Toward Coastal, It's Customer

NYT offered and still offers turn key service to all of it's customers, except COCOTs. NYT had a curbside forum and explained the turn key service. Newsstands have always used this to order dialtone at the curbside.

The reason we use a newsstand as an example is because NYT categorizes both newsstands and curbside pay telephones as "Special Construction". Newsstands have always paid approximately \$100 per foot for a "turn-key" installation.

A newsstand will call NYT, ask for an estimate. An estimate will be produced with diagrams showing the job and request of prepayment is made. The newsstand prepays the amount and service is delivered including a network interface on the premises.

Coastal ordered the same service from NYT in September, 1996 and was DENIED. After not receiving any service or direction for more than a month, Coastal was directed by NYT to hire a contractor and place pipes under the streets, only to receive unregulated, exorbitant estimates for only placing and splicing cable within these conduits (Coastal had already invested more than \$100,000.00 in contractors charges).

The highest estimate was for \$6800, ONLY for NYT to pull and splice a twenty-five pair cable though Coastal's existing pipe (These estimates were found to be more than a newsstand had ever paid for "turn-key" installations that included conduit, permits, all construction, etc.)

After many complaints to NYT, NYT agreed to have their engineer revisit the original estimates. On Jan. 22, 1997, the newly revised prices reflected near 50% of the originals. (Only for cable and splice.)

NYT owns and protects the conduits that house the cable to Pub-Com pay telephones and newsstands. These conduits, the most expensive part of owning a curbside pay telephone, are continuously monitored to protect from all construction in the city streets (Companies that own conduits in manhattan are made aware when construction will take place in Manhattan. Then that company goes into the street and paints the street to identify pipes are placed below. NYT does this for all its conduits, including subsidiary conduit to newsstands and Pub-Com pay telephones.) If a NYT conduit serving a Pub-Com pay telephone is damaged, NYT pays for the repair and all permits. If a Coastal conduit is damaged, Coastal pay to have it repaired.

Coastal has found at least one instance where a Pub-Com pay telephone is feeding a newsstand.

Coastal found a NYT owned conduit serving a newsstand. Coastal has a permit to place a pay telephone only 18 feet away from this conduit. Coastal requested that Coastal would like to trench to this pipe and place a Coastal pipe adjacent to the existing NYT pipe.

I received a call from Linda Klein stating, "Why should we share our subsidiary conduit with you?". It has been approximately 5 weeks and that is the only response I received so far, but it is in their legal department. Linda Klein has told me many times that I should go to the PSC, but it is ridiculous that NYT will not work with its customers to resolve problems. I explained I am a customer of NYT and they are regulated to lead us to the least expensive path to access dial tone. Besides, Pub-Com is using NYT owned subsidiary conduit for no charge at all, and NYT is protecting it.

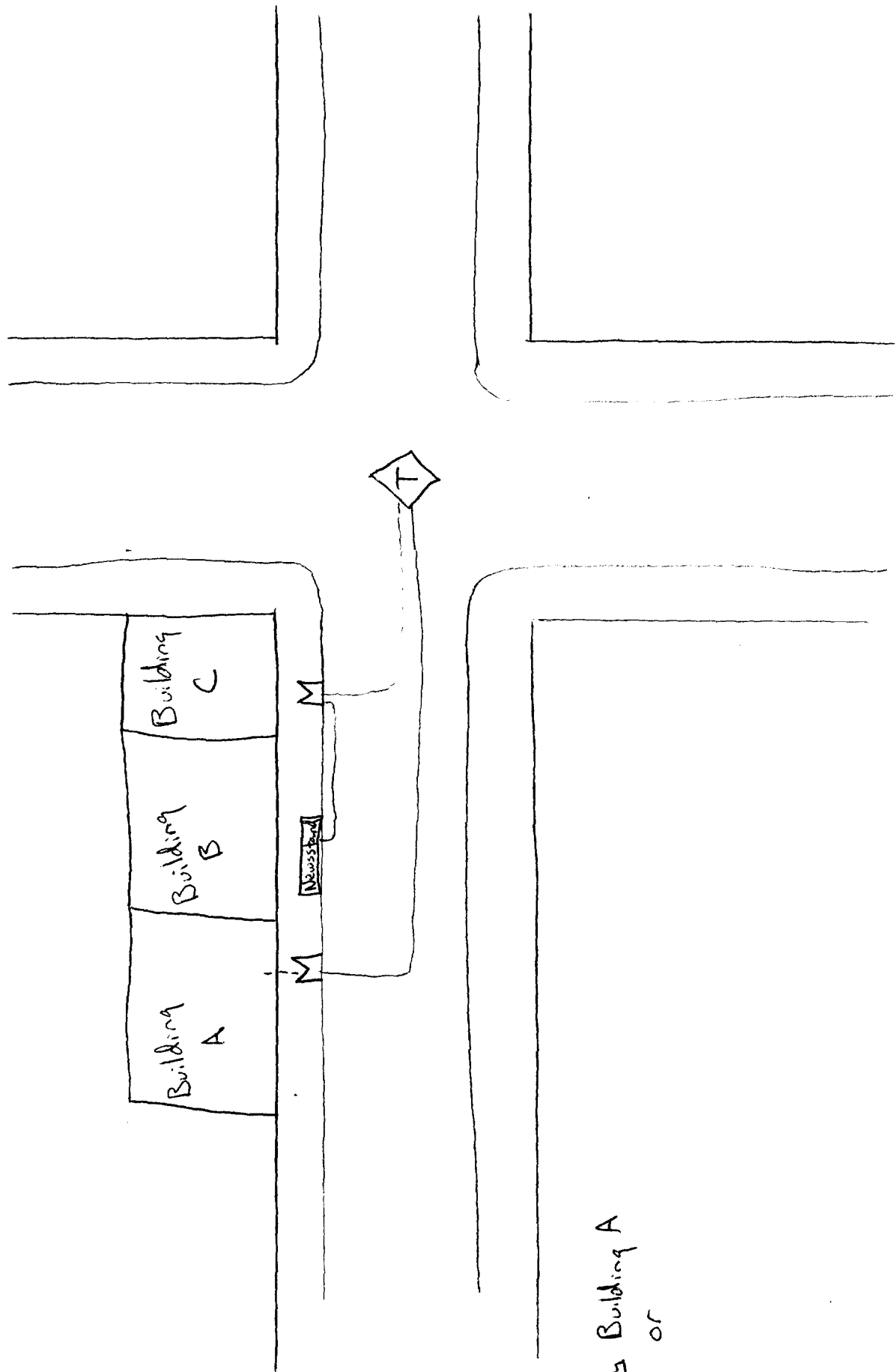
Coastal should be allowed to share all the subsidiary conduit that is owned by NYT and is currently serving Pub-Com pay telephones.

NYT claims although some requirements may be new to COCOTs, Pub-Com is included in all and treated equally. The only difference that they fail to say is that of 19,000 applications filed for new curbside pay telephones with DoITT, NONE of them are filed by Pub-Com.

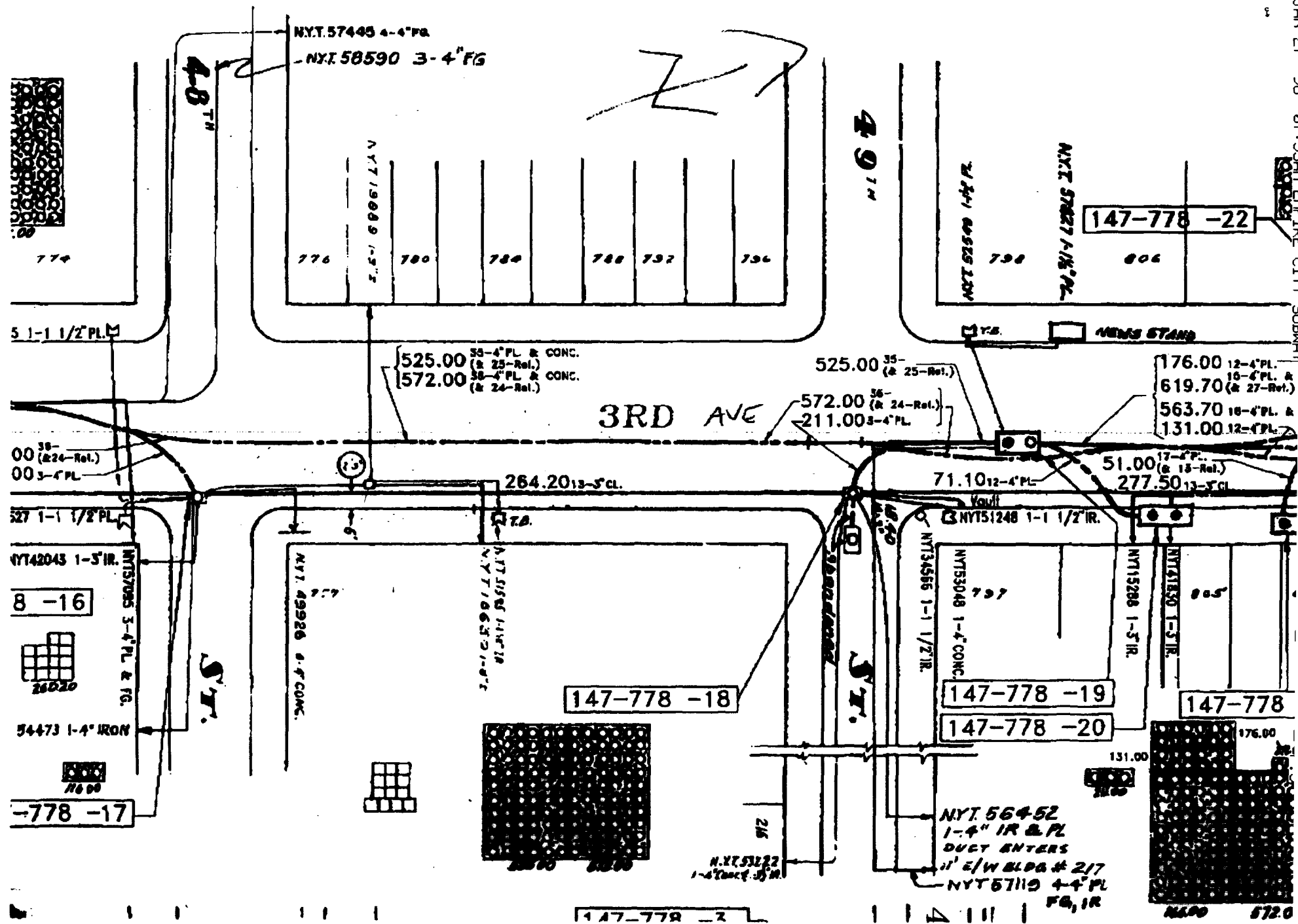
When Coastal ordered service to pay telephones at curbside locations in October of 1996, prepayment estimate charge of \$225 was not required or discussed. All other "Special Construction" customers of NYT have never been required to prepay this \$225 prior to November 30, 1996. Coastal made NYT aware that Coastal and other COCOTs would be receiving more approvals. Coastal then received and ordered dialtone for more new locations, and NYT's response was to prepay \$225 per location for an estimate. Coastal refused due to the fact NYT was fabricating estimates.

Coastal has stated many questions to NYT verbally and in writing, and never has received responses for most of these questions. If and when a resolution to any problems, there are many delays in receiving answers.

In 1996 and thereafter, Coastal had requested that NYT allow Coastal to trench to a NYT owned pay telephone to share the existing conduit. NYT has never responded in writing and had directed Coastal to place pipes parallel for more than 100 feet.



Feed from Building A
or





TELEPLEX COIN COMM

1123 Broadway, New York, NY 10010
Tel: (212) 463-7500 Fax: (212) 675-7469

April 6, 1998

Mrs. Linda Klein
Area Operations Manager
COCOT Unit
BELL ATLANTIC
140 West Street, 26th Floor
New York, N.Y. 10007

Via Fax: (212)393-9885

Re: 2 - CURBSIDE PUBLIC PAY TELEPHONES (PPTs)
Permit # 15918, 15919 1032 6th Ave, NYC 10018

Dear Linda,

This morning, we had a scheduled meeting with your engineer, Mathew George, your cable splicers and Teleplex's outside contractor at the above referenced location. The problem, as you know, was your outside plant department allegation that they could not pull cable through TCC's contractor provided conduit. In fact, your 25 pair cable was supposedly stuck in the conduit and could not be removed.

When I hear other IPP providers claim that Bell Atlantic willfully delays installations and creates problems, I have reacted in the past with some skepticism. This is in spite of the fact that we have been caused delays on virtually every Curbside installation. Mr. George, the engineer on this job alone took 6 weeks to give me the courtesy of a phone call to schedule the initial site meeting for these PPTs.

Our contractor this morning removed your stuck cable from our conduit. As we had discussed last week, TCC was prepared as a backup to pull through a 12 pair direct burial type "gel filled" cable. It would have been much easier to use your non-gel filled (thinner) 25 pair cable today. Unfortunately, your people only had a 25 Ft. length of cable on their truck. I don't understand this considering you require to us fill out a Curbside Construction Conduit Information Sheet indicating a 50 Ft. cable run. You might recall that another location when the Sheet indicated 30 Ft., your outside plant people would not process our request till we corrected the cable footage needed to 32 Ft.

- to be continued -



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- continue -

Having no other choice, our contractor pulled through a 12 pair cable into the conduit this morning. Considering you only need 2 pairs for our two telephone lines and with 2 spares, one would recognize this cable to be more than adequate for both now and any time in the future. My fear is your splicers will pull the existing 12 pair cable out and cause another 25 pair cable to get stuck in the conduit. You will recall three weeks ago, the same splicers had us installed a new drag/pull line after they broke the first one. I will not tolerate another "mishap" considering these pedestals were installed in November 1997. Kindly call me upon receipt of this letter.

Very truly yours,
TELEPLEX COIN COMM., INC.



Dennis Novick
President

DN/at



TELEPHONE SYSTEMS / PUBLIC PHONES / O.A.S. SPECIALISTS





TELEPLEX COIN COMM

1123 Broadway, New York, NY 10010
Tel: (212) 463-7500 Fax: (212) 675-7469

December 31, 1997

Mr. Stanley J. Wynman
Reimbursable Construction Engineer
Engineering and Construction
BELL ATLANTIC/NYNEX
375 Pearl Street, Room 1612
New York, N.Y. 10038

Via Fax: (212) 441-7107

Re: PENDING CWO ESTIMATES

Dear Mr. Wynman:

Pursuant to our telephone conversation yesterday, TCC has sent in 2 more new Public Pay Telephone (PPT) location requests with application fees to Carol Porter. See enclosed copy of letter dated 12/30/97. This is in addition to the 2 location requests made on 12/18/97 and 5 new requests made on 12/15/97. Our concern is that your own guidelines of TCC receiving a call back acknowledgement from an engineer within 6 business days is not being met. In fact, we have still not received a call from an engineer to arrange a manhole site survey for 1032 6th Ave which was requested 6 weeks ago!

Last week after having been delayed for more than 3 months, I learned that your Splicing crew was stopped by the police from the local precinct across the street from completing the job at 249 W. 20th Street. I understand from Mrs. Klein that a patrol officer told your crew if they did not immediately stop, summons would be issued. This is upsetting, considering that our contractor completed the difficult work of installing new conduit in the street during the summer back in August. Although government recognizes the valuable service Public Pay Telephones (PPTs) provide to promote access to emergency services, not everyone shares this concern. When TCC's pedestals sit idle for months without working phones, they attract attention. Unfortunately, many people take the attitude towards PPTs that they may be beneficial, but "not in my neighborhood". Whether this work was stopped because of neighborhood complaint or as you explained to me, the police didn't want anyone sitting on their cars when using our new Curbside PPT installation, is to be seen. This PPT installation is legal and proper with DoITT permits. These 2 "grandfathered" PPTs have existed at this location for over five years at the building line on the sidewalk before being relocated to the curb. TCC has expended many thousands of dollars and unfortunately for months, these phones have not produced any revenue. I shall contact you after resolving this situation.

- to be continued -



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- continue -

It is equally frustrating to learn that at E. 40th St & Madison Ave, all the splicing of cable and the installation of our 2 SNI jacks were installed in the pedestals on or before 12/16/97. The fact that your people still cannot connect a dialtone is beyond my understanding. The unprofessional manner of processing, coordination and the timely completion of new Public Pay Telephone (PPT) Curbside installations clearly indicates serious problems within your Engineering Department.

Very Truly yours,
TELEPLEX COIN COMM., INC.

Dennis Novick
President

DN/at

Encl.

cc: Mrs. Linda Klein



TELEPHONE SYSTEMS / PUBLIC PHONES / O.A.S. SPECIALISTS





TELEPLEX COIN COMM

1123 Broadway, New York, NY 10010
Tel: (212) 463-7500 Fax: (212) 675-7469

December 30, 1997

Mrs. Linda Klein
Area Operations Manager
COCOT Unit
BELL ATLANTIC/NYNEX
140 West Street, 26th Floor
New York, N.Y. 10007

Via Fax: (212)393-9885

Re: Application fees for Curbside PPTs

Dear Linda,

Today, I faxed two COG requests to Carol Porter for three (3) new DoITT Permits. TCC shall be moving existing PAL lines from the building line to the manhole at two locations in Manhattan. Their Permit numbers and addresses are as follows:

Permit #	Telephone No.	Location Address (MN)
15963	(212)242-6207	159 8th Ave A/K/A 302 W 18th St
17204	(212)242-9232	159 8th Ave A/K/A 302 W 18th St
16907	(212)289-7588	361 E 86th St

As you instructed, TCC is enclosing our payment of \$225.00 for each of two sites. Therefore, enclosed is our check #32878 for \$450.00 representing an advance payment for special engineering charges. Kindly arrange to have a NYNEX engineer contact me as soon as possible to arrange for a site survey.

Linda, yesterday I spoke with Joe Wynman, who told me Engineering will complete our job on E 40th St & Madison Ave within two weeks. He was shocked when I told him you had already spliced the manhole and installed jacks in the two curbside pedestals two weeks ago. I also asked Carol Porter when I could expect to get a call back from an engineer regarding 1032 6th Ave, which I sent you a letter with our Application fee back on November 11, 1997. I guess this also fell in the same "crack" as my other requests.

Very truly yours,
TELEPLEX COIN COMM., INC.

Dennis Novick
President

DN/at

Encl.

cc: Carol Porter

UPS OVERNIGHT MAIL
Tracking Receipt Requested - Tracking # N146 6900 96 0



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TELEPLEX COIN COMM

1123 Broadway, New York, NY 10010
Tel: (212) 463-7500 Fax: (212) 675-7469

December 15, 1997

Mrs. Linda Klein
Area Operations Manager
COCOT Unit
BELL ATLANTIC/NYNEX
140 West Street, 26th Floor
New York, N.Y. 10007

Via Fax: (212) 393-9885

Re: BELL ATLANTIC/NYNEX CWO'S

Dear Linda,

I am writing to express my sheer frustration in waiting for your installation personnel to complete the 2 PAL lines at 190 Bleecker Street and the 1 new PAL line at 510 6th Ave. Although we did have working service for two days (Dec 2nd & 3rd) on (212) 598-4457, this was then knocked out of service till 12/9/97. The 2nd line (212) 979-9002 at 190 Bleecker St has never worked. On Friday, 12/12/97, a Bell Atlantic field technician called and said the problem was caused by TCC's cable in the underground conduit. I then corrected your technician, advising her that the cable was installed and belongs to Bell Atlantic. She then said the line might be in service this Wednesday! Last Monday, we were informed that (212) 206-9762 at 510 6th Ave would be working on December 8th or 9th. TCC is still waiting for dialtone at this location.

Mr. Wynman finally sent us estimates for 249 W. 20th St and 15-21 E. 40th St last week. Both of these locations I was assured would be completed prior to the November 20th embargo in Manhattan. I was also told that work would not be delayed because TCC is an "excellent" customer with usage billings exceeding \$1.5 million annually. Your Engineering Department takes a different position. They will not schedule work until we pay your estimates first. You are causing us hardship and loss of customer good will, which is unacceptable. If this is the level of service I can expect to receive from a new Bell Atlantic, give me NYNEX.

Very truly yours,
TELEPLEX COIN COMM., INC.

Dennis Novick
President

DN/at



TELEPHONE SYSTEMS / PUBLIC PHONES / O.A.S. SPECIALISTS



**TELEPLEX COIN COMM**

1123 Broadway, New York, NY 10010
Tel: (212) 463-7500 Fax: (212) 675-7469

December 4, 1997

Mr. Stanley J. Wynman
Reimbursable Construction Engineer
Engineering and Construction
BELL ATLANTIC/NYNEX
375 Pearl Street, Room 1612
New York, N.Y. 10038

Via Fax: (212) 441-7107

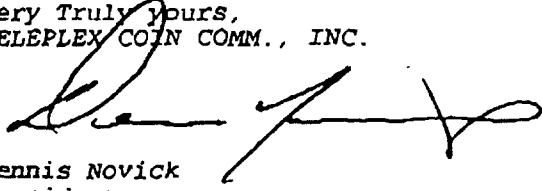
Re: BELL ATLANTIC/NYNEX CWO ESTIMATES

Dear Mr. Wynman:

I was speaking today with Matt Daniele, who advised me that he would proceed with our job at 249 West 20th St. once we send in our estimate payment. The same is true for a pending job at 15-21 East 40th St. Both jobs were requested 3 months ago through Mrs. Klein (see enclosed letter dated 9/9/97). Unfortunately, we are still waiting for your estimate!

I guess these requests fell through the cracks! Although we should have received these estimates from you many weeks ago, we are still as anxious as we were in September to have these jobs completed. This is considering that all the difficult work of laying new conduit from the manhole was done months ago by our outside contractor. TCC will pay in full the "estimates" in advance under protest as we have with all the others within 24 hours of their receipt. Kindly call me upon receipt of this letter.

Very Truly yours,
TELEPLEX COIN COMM., INC.


Dennis Novick
President

DN/at

Encl.

cc: Ms. Linda Klein



TELEPHONE SYSTEMS / PUBLIC PHONES / O.A.S. SPECIALISTS

